



# ***City of Albuquerque***

P.O. BOX 1293 ALBUQUERQUE, NEW MEXICO 87103

April 24, 2001

Dear Development Process User,

As one of the over 400 purchasers of the Development Process Manual or others involved in the development processes we thank you for assisting the City in our recent evaluation of the processes by completing and returning our survey. Enclosed you will find the results of this survey.

Thanks to individuals such as you, we were able to review the effectiveness of our development manual and processes. Concerns expressed covered a wide variety of issues from the timing required to complete certain processes, to the consistency of comments received in staff reports, to the process for obtaining a building permit. Results of the survey have already assisted the DP Executive Committee in improving our services to the public, and will further assist in developing a new DP Workplan for the coming fiscal year.

Result of the DP survey can also be viewed via the City Planning Department's WEB page at [www.cabq.gov/planning](http://www.cabq.gov/planning) and by accessing the DPM site. Comments related to the survey can be directed to myself at: City of Albuquerque Planning Department, 600 2<sup>nd</sup> St. NW, Third Floor, Albuquerque, N.M. 87102, or via FAX at (505) 924-3339, or e-mail to [carchuleta@cabq.gov](mailto:carchuleta@cabq.gov). Thank you for your cooperation in this very important City project.

Sincerely,

Cynthia Borrego Archuleta, MPA  
DP Senior Planner

cc

Mayor Jim Baca

Lawrence Rael, CAO

Robert McCabe, Director, City of Albuquerque, Planning Department

Larry Blair, Director, City of Albuquerque, Public Works Department

Richard Dineen, Manager, City of Albuquerque, Development Services Division

John Castillo, Assistant Director, City of Albuquerque, Public Works Department

Bob Wharton, Southwest Realty Services

Chuck Easterling, Easterling and Associates/Wilson and Co.

Dale Dekker, Dekker/Perich and Associates

Kevin Curran, City of Albuquerque, Legal Department

Bill Allen, NAIOP Representative



# ***City of Albuquerque***

P.O. BOX 1293 ALBUQUERQUE, NEW MEXICO 87103

January 25, 20001

To: Mayor Jim Baca

Fr.: Robert McCabe, DPM Co-Chair  
Larry Blair, DPM Co-Chair

Sub: DP Executive Committee Survey

The DP Executive Committee recently surveyed the development community to gage their perception of the City of Albuquerque development process. A total of over 2000 surveys were mailed and approximately 2.85% (57) were returned. (See attached survey for complete results.) The survey was distributed to individual members from the following organizations: The Homebuilders of Central New Mexico, National Association of Industrial and Office Parks (NAIOP), Shared Vision participants, Development Process Manual (DPM) subscribers and ACEC.

The lack of a significant number of respondents could be interpreted as a positive reflection that users are satisfied with the DPM, and have few suggestions to improve the manual. Comments received as part of the survey will also assist the City in reviewing areas of the process which can be adjusted and improved.

Generally, survey responses can be summarized as follows:

\*The development community uses the DPM regularly as a technical tool.

\*The majority of professions which responded to the survey were developers, then contractors.

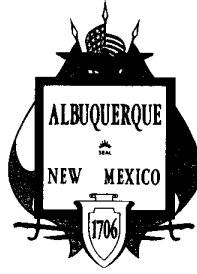
\*When asked does the process work? Respondents scored the EPC; DRB; DRC; LUCC and ZHE processes average on a scale of 1(Strongly Disagree) – 5(Strongly Agree). The DRB process overall scored the highest with a rate of 3.6%, then the DRC process which scored a 3.5%. The remainder of the processes scored as follows: EPC 2.8%; LUCC 2.9% and ZHE 3.4%.

\*When asked if the process had improved over the past year the following responses were documented: 14 Yes; 22 No; 21 No Answer.

The DP Committee has provided this information to you in an effort that the responses may benefit the public perception of the development process, and assist you in any upcoming presentations your administration may have regarding the City Development Process. Questions related to the survey can be directed to Cynthia Borrego Archuleta, DP Senior Planner, at 924-3335 or [carchuleta@cabq.gov](mailto:carchuleta@cabq.gov)

Thank you and we appreciate the opportunity to share this information with you.

cc DP Executive Committee  
City Council  
Environmental Planning Commission  
Development Review Board  
Design Review Board  
Landmarks and Urban Conservation Commission  
Zoning Hearing Examiner



## **Final Summary Survey Report to the Development Process Executive Committee**

**Prepared by Cynthia Borrego Archuleta, DP Senior Planner  
Christine Allison, Senior Office Assistant**

**January 9, 2001**

## **DP FINAL SUMMARY REPORT**

Over the past several months the DP Executive Committee directed DP staff to send out a survey regarding the City of Albuquerque Development Processes. In October staff mailed out approximately 2000 surveys to individuals involved in the City development process. Of those 2000 surveys mailed approximately 2.85% participants responded, or a total of 57 completed surveys were received back by the City.

Out of the 2.85% received 48 individuals identified themselves and 9 were unidentifiable. 85 surveys were returned as undeliverable, or 4.25%. Surveys were mailed to the following organizations DPM Subscribers, The Homebuilders of Central New Mexico, NAIOP, Shared Vision, ACEC. There were no City agencies included in the responses. A detailed list of respondents is included with the final survey responses.

Results of the survey are attached for your review and convenience. For additional information please contact Cynthia Borrego Archuleta, DP Senior Planner, 505-924-3335 or [carchuleta@cabq.gov](mailto:carchuleta@cabq.gov)

## **DEVELOPMENT PROCESS SURVEY RESULTS**

1. Name or Company      A detailed list of respondents is included with the final survey responses.

17 requests for final results    (Check here if you would like us to mail you the final results of the survey)

2. Are you a: *(Check All That Apply)*

RESULTS ARE AS FOLLOWS:

5-DP Subscriber	13-Developer	4- Realtor	7-Contractor	2-Surveyors
3-Attorney	2- Homebuilder	8-Architect	8-Engineer	1-Lender
6-OTHER				

NOTE: (Some individuals choose more than one response)

3. How often do you use the Development Process Manual (DPM)? (Check One) RESULTS ARE AS FOLLOWS:

3-daily    7-weekly    12-monthly    6-yearly    19-other    10-no answer

4. Regarding the Processes –*On a scale of 1-5 what works? 1=low 5=high*  
(Check All That Apply)

See attached chart listed by profession

Describe problems encountered? A detailed list of problems encountered is attached.

Has this process improved over the past year?

See attached chart listed by profession

If not, describe recommended solutions? A detailed list of recommended solutions is attached.

What improvements to the process would you like to see implemented and what would be your #1 priority? A detailed list of recommended improvements is attached.

5. Would you be willing to serve on a DP Subcommittee dealing with specific development issues related to the DPM? 11=yes 14-no 32 no-responses

If yes, please be sure you have included your name and address so you can be contacted. What areas of expertise can you offer our subcommittees? (Example: traffic, drainage, air quality, transit, etc.)

6. Other comments      A detailed list of comments is attached.

		Does process work?								
		Mean (1=Strongly Disagree 5=Strongly Agree					Has Process Improved over Past Year?			
Profession	Observations	EPC	DRB	DRC	LUCC	ZHE	Yes	No	No Answer	
Architect	8	2.6	3.1	3.3	2.0	3.7	1	5	2	
Attorney	3	2.3	3.7	3.0	2.0	2.0	1		2	
Contractor	7	3.4	4.0	3.8	3.2	3.2	2	1	4	
Developer	13	2.2	3.5	3.4	2.6	3.4	3	7	3	
Dp Subs	5	3.0	3.8	4.3	3.0	3.5	2	1	2	
Engineer	8	2.8	4.3	3.4	3.3	3.8	1	4	3	
Lender	1	5.0	5.0	5.0					1	
Other	6	2.8	2.8	2.8	2.8	2.8	3	2	1	
Realtor	4	3.8	4.3	3.8	4.0	4.0		1	3	
Surveyor	2	3.0	3.0	4.0		4.5	1	1	0	
Total	57	2.8	3.6	3.5	2.9	3.4	14	22	21	

			(Enter only one of the following: Daily, Weekly, Monthly, Yearly, Other) How Often is DPM Referred to?	Does Process Work? (Enter 1-5)					(Enter only one of the following: Yes, No, No Response, Other) Has Process Improved over Past Year?
	Profession			EPC	DRB	DRC	LUCC	ZHE	
1	developer		once a quarter	2	4	5		5	no
2	DP Subs		Monthly		4	4			Yes
3	Architect		Yearly		4	4			?
4	DP Subs		Weekly	3	4	3		3	Yes
5	developer		Weekly	3	3	4		4	
6	Contractor		Other Never						
7	DP Subs		Monthly	3	2				
8	Surveyor		Daily	3	4	5		5	Yes
9	Engineer		Weekly	3	4	3		2	Yes
10	Lender		Other	5	5	5			
11	Engineer		Other Never						
12	Attorney		Other	1	5	3	1	1	Yes
13	Engineer		Weekly	2	4	5	4	5	Yes
14	Architect		Monthly	3	1			3	no
15	DP Subs		Weekly	3	5	5	3	4	no
16	Realtor		Other	4	5	3	4	5	
17	Attorney			3	3			2	
18	developer		Yearly	2	4	5		3	No
19	Architect		Weekly	2	3			3	No
20	Realtor		Monthly	4	5	5	5	5	no
21	Contractor		Monthly	5	5	5	5	5	Yes
22	Architect		Monthly	4	5	3		5	Yes
23	Surveyor		Daily	3	2	3		4	no
24	DP Subs		Other			5			
25	Other		Other	1	1	1	1	1	no
26	Architect		Yearly	3	2	1	2	5	No
27	Engineer		Daily	4	4	4	4	4	Yes
28	Contractor		Monthly	2	3	2	2	2	Yes
29	Engineer		Monthly		5	4			
30	Attorney		Monthly	3	3	3	3	3	
31	Contractor		Other						
32	Realtor		Monthly	4	4	4	4	3	
33	Architect		Monthly	2	2	2	2	2	no
34	Other		Yearly	4	4	3	3	3	Yes
35	Engineer		Weekly	3	4	3	4	4	Yes
36	developer		Yearly	3	3			2	
37	Contractor		Other	3	3	3	3	3	
38	Architect		Yearly	2	4	5		4	
39	Architect		Yearly	2	4	5		4	No
40	Other		Other	5	5	5	5	5	Yes
41	developer		Other	2	3	3	3	2	
42	developer			2	3	3	3	2	Yes
43	Engineer		Weekly		5	3			
44	developer		Other	2	4	4	3	5	No
45	Contractor		Yearly	5	5	5	5	5	
46	developer		Monthly	4	4	4	4	4	Yes
47	Other		Monthly				2	2	Yes
48	Other		Yearly	1	3	4		4	no
49	developer			2	3	3	3	2	Yes
50	developer		Monthly	1	3	3		4	No
51	Other		Other	3	1	1	3	2	?
52	Engineer		Weekly	2	4	2	1	4	No
53	Realtor		Monthly	3	3	3	3	3	
54	developer		Monthly	2	4	2	2	4	No
55	developer		Yearly	2	4	1	0	4	No
56	Contractor			2	4	4	1	1	No
57	developer		Other	2	4	4			No
58				2	4	4			



## **Grouped Responses for Questions 4.d., e. and 6. by Issue**

### **Department Personnel**

The department employees are not cooperative enough! Nor fast enough for permitting. Departments will not work together or communicate.

Adding more personnel to handle work load.

Hire efficient help or more knowledgeable employees during peak hours. Less complicated hand-outs would also help.

Hire people, advance people based on ability, not nepotism. Get rid of "slackers".

Add staff, get the most intelligent to work the desk. Develop a service attitude. Visit County in Las Vegas to see how it should work.

Consistency of answers from staff, fast tracking of the process.

Implementation of the 1-stop desk with staff available has greatly facilitated the DP over previous arrangements.

### **DRB**

The DRB gets overly involved in zoning issues this slows down or stops the plot process. Zoning could get recommendations from planning, but issues should be dealt with at that level and not at DRB process.

City forms revision are not distributed in a timely manor.

Traffic Impact Analyses are very time consuming and create an impediment to the development process. This area needs to be reevaluated to its expense v. benefit to the community.

Reduce the size of the Planning Commission to 7 members and return subdivision review to the Commission, allowing the DRB to be abolished.

Put qualified staff on the front counter get a DRB chair who won't sit on our plats for months after the rest of the one stop group have approved them. The DRB process is slow enough as it is without waiting weeks or months for final approval signature.

Do not allow DRB applications until drainage reports are approved.

Better sequencing of turn-in requirements.

City needs an E-bulletin board to post updated schedules and contact personnel with PA and email address.

Examine ways to improve the architectural features of city project reviewed by the DRC. Speed up process.

Planning Dept. is the holdup-needs to be staffed up with qualified personnel and a chair who can move the flow along daily. The rest of the one-stop shop works well.

Would like to get info earlier in the process soon after application.

Review time for hydrology submittals would be number one. Place application forms on web-site.

More efficient approval process.

Have a time frame for all hearings. If parties involved not present reschedule.

### **DRC**

More experience DRC staff, more prep time for DRC members or more DRC staff

Leave the architectural comments to DRC

Complete review again, of SCA, work orders, agreements

### DPM

Discard the DPM entirely.

The DPM is functionally useless due to its lack of organization, continual changes and size.

DPM on CD, timely updates to DPM

Make the process as simple as possible so that City staff and professionals can understand the intent and implementation of the process

Rewrite the DPM completely with zoning changes and other site factors, review the process on a charrette basis and see the obstacles that the process may have that can be changed.

I think the city is doing very well in their development process.

Thank you for trying to improve the moves and asking for our input.

We appreciate the necessity of the development review process, need to streamlining the procedure a little.

We would like to stay in your data base- we have not used the manual and therefore cannot comment

The set of rules in the DPM are difficult to interpret. The DPM was initially designed for new development 20 years ago and now we are dealing with sprawl and wanting to conserve water and other resources with a manual that does not deal with infill or with environmental design approaches that will in the long term ease our water use, transportation congestion and other beneficial resources. We have found that each department has been supportive but sometimes unwilling to be open to alternative solutions to the given outdated DPM. Their limitations are regulated and that is unfair to developing their capacity to implement improvement to transportation and drainage solutions. Lets look at solution, lets really recharge the aquifer, lets build an Albuquerque for the future and not wipe out our natural beauty. Lets develop skillfully and blend engineering requirements with resource limitations and planning concepts for a more liveable city.

Move technical sections outside the DPM to improve flexibility to update them.

There are too many ingrained steps and procedures which prevent improvement.

We need to be able to adapt more quickly. Example – drainage pro rata ord. Is now 2 years in the making. Sidewalk bonding (3<sup>rd</sup> opt.) is 2 ½ years and still not been put on the books.

Manual is technically useful.

### Plans and Policies

I think there are too many sector plans all over the city that contradict zoning-it makes for a real mess in the wrong way, I feel.

I feel the #1 priority now is to address the arm conforming use issue that came about in 1999, I think Mr. Romero in Zoning has the rest logical solution that is both fair and practical-however I learned that the councilors probably feel it is too political to handle.

Get rid of SU zoning and straight zone. This leads to predictability for both development and neighborhoods. Deals are tied up for too long.

Perhaps existing city ordinances should be upgraded to better keep pace with EPC expectations and findings  
Reduce the reliance on SU zoning. Include performance criteria in zone code to avoid the need for so many public hearings.  
Speedier resolutions, clearer, more simple rules.  
Revise zoning code.  
Rewrite of zone manual and more flexible zoning; incentives for infil development  
financial prioritizing and targeting of future infrastructure.

#### EPC

EPC meeting too long, need to meet two times a month.

Board members should be elected in a public election.  
Change the EPC so that it functions like the ZHE.  
Let staff do site plan approval without public hearings.  
Quicker EPC turnaround, (7 weeks it too long).  
Hess Yntema has a new idea for land use disputes to go to a new hearing examiner instead of Council. This is a very good idea and should speed up the process.  
Use SWOP analysis in deals.

#### Other

Not letting neighborhood assoc. thereafter or bully committee. Se up street tough guidelines and tough process for Assoc. members to voice their concerns, this will make the trouble makers accountable for their actions.

Take control away from neighborhood associations!  
Allow the professionals, elected or hired by the community to regulate the process.  
All in all I think City moving ahead, the politics of changing administration drastically affect all departments too much in reprioritizing each time admin change.

**5. Would you be willing to serve on a DP Subcommittee dealing with specific development issues related to the DPM?**

11-Responded Yes (19%)

14-Responded No (24%)

32-No Response (56%)

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**If yes, please be sure you have included your name and address so you can be contacted. What areas of expertise can you offer our subcommittees?  
(Example: traffic, drainage, air quality, transit, etc.)**

Previously served on a subcommittee for DRC process

Southwest Realty Services, Inc. 2730 San Pedro NE, (no name indicated.)

\*Sprihger Dev., Box 20826, 87154, 298-4753

\*Chuck Gara - Market Input

\*Tierra West LLC, Ron Bohannon, 8509 Jefferson, 87109, 858-1118, Process, Development

You name it, I've done it. Water, transit, open space, EPC, zoning.

\*First Commercial Real Estate Svc. Inc., Bob Feinberg, 6201 Uptown Blvd., #202, 87110, real life

\*CA Coonce & @ Assoc. Inc., 12324 Pineridge NE, 87112,

\*water and workwater technical sections

I can offer help with traffic and drainage issues.

\*Alternate Energy

Dory Wegrzyn (764-0359), housing, alternative drainage

Geltmore, Inc., Paul Silverman, 4408 Canyon Ct., NE, 87111

Paul Cauwels, 1116 Pennsylvania NE, 87110



## **DEVELOPMENT PROCESS SURVEY 9\00**

1. Name or Company \_\_\_\_\_  
(Optional) \_\_\_\_\_  
  
Address \_\_\_\_\_  
\_\_\_\_\_  
  
e-mail address \_\_\_\_\_  
  
FAX \_\_\_\_\_  
  
\_\_\_\_ (Check here if you would like us to mail you the final results of the survey)
2. Are you a: (Check All That Apply)  
  
\_\_\_\_ DP Subscriber    \_\_\_\_ Developer    \_\_\_\_ Realtor    \_\_\_\_ Contractor  
\_\_\_\_ Attorney    \_\_\_\_ Homebuilder    \_\_\_\_ Architect    \_\_\_\_ OTHER \_\_\_\_\_
3. How often do you use the Development Process Manual (DPM)? (Check One)  
\_\_\_\_ daily    \_\_\_\_ weekly    \_\_\_\_ monthly    \_\_\_\_ yearly    \_\_\_\_ other \_\_\_\_\_
4. Regarding the Processes –On a scale of 1-5 what works? 1=low 5=high  
(Check All That Apply)  
\_\_\_\_ Environmental Planning Commission (EPC)  
  
\_\_\_\_ Development Review Board (DRB)  
  
\_\_\_\_ Design Review Committee (DRC)  
  
\_\_\_\_ Landmarks and Urban Conservation Commission (LUCC)  
  
\_\_\_\_ Zoning Hearing Examiner (ZHE)

Describe problems encountered? (Please Be Specific)

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Has this process improved over the past year?

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If not, describe recommended solutions?

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What improvements to the process would you like to see implemented and what would be your #1 priority?

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5. Would you be willing to serve on a DP Subcommittee dealing with specific development issues related to the DPM? ☐ yes ☐ no

If yes, please be sure you have included your name and address so you can be contacted. What areas of expertise can you offer our subcommittees? (Example: traffic, drainage, air quality, transit, etc.)

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6. Other comments 

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*(Please attach additional pages if necessary)*

***Please return the survey no later than Monday, October 30, 2000, to Atten: Cynthia Borrego Archuleta, City of Albuquerque Planning Department, 600 2<sup>nd</sup> St. NW, Third Floor, Albuquerque, N.M. 87102 or faxing your response to (505) 924-3339. Results of the DP Survey will be accessible to respondents on the City of Albuquerque WEB page at [www.cabq.gov/planning](http://www.cabq.gov/planning) once the results have been tabulated. A special meeting will also be scheduled to discuss final survey results.***

**THANK YOU FOR YOUR PARTICIPATION IN THE  
DEVELOPMENT PROCESS SURVEY!**